WASHINGTON STATE DEPARTMENT OF LICENSING

Driver And Plate Search (DAPS)

User Guide



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WASHINGTON STATE DEPARTMENT OF LICENSING

Driver and Plate Search Application

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Introduction

The Driver and Plate Search (DAPS) application allows access to driver and vehicle records by Department of Licensing (DOL) and law enforcement staff. The application operates in a browser environment and is available for search queries 24 hours a day, except during system maintenance.

User Classes

Users of the DAPS application are divided into two classifications:

- External User This classification is assigned to each user by default when a request for access is approved by Department of Licensing.
- Power User This classification is assigned to external users who have been granted additional application functionality that gives additional "Where to Search" options and allows them to change the number of records displayed after a search.

Logging on/off

Logging on to the Driver and Plate Search application is accomplished through the Transact Washington portal: http://transact.wa.gov. Log off of the DAPS application by clicking on the LOG OFF button Please log off of the DAPS application before closing the browser window.

Navigation

The Driver and Plate Search application operates in a browser environment (Internet Explorer window). Use the browser's forward button and back button to move from one screen to the next.

Underlined items, such as <u>ADAMSAA0123AA</u>, are hyperlinks. Clicking on them will route you to another screen or record, allowing access to additional information.

If you click on the X in the upper right corner of your browser window, you will exit the DAPS application. It is recommended that you first log off of the application before closing the browser window.

Wildcards

The following wildcards can be used in search queries:

- The underscore symbol (_) substitutes as a single character
- The percent sign (%) substitutes as zero or more characters

Using Wildcards

Wildcards can be used when a letter or number is unknown, when information is scarce or sketchy, or when you desire to increase the number of search results.

For example, if you have a last name that might be Alderson, Alderton, or Aldermon, you could search using the name Alder_on. This will search for all records that match the first and last parts of the name. The underscore symbol (_) replaces a single character, and must be placed in the exact position of the character in question.

If you have a partial license plate number, such as 023, you could search using %023%. This will return all license plates that contain the number set 023. If you know the first part of the license plate is 023, search using 023% to return all plates beginning with those numbers. If you are searching by street address but don't know the house number, you can search using %Street Name%. This will return results with house numbers and additional street information (such as SE, NW).

About this User Guide

This User Guide provides information and step-by-step instructions on the Driver and Plate Search application.

The User Guide is designed to be an online help tool. You may print the document, if desired.

Part One – External User

Driver and Plate Search Home Page

Once you have gained access through Transact Washington to the Driver and Plate Search application, the following page will load in your browser window:



DAPS Home Page

The Driver and Plate Search **Home** page is your entry point into the DAPS application. Please note the following menu items:

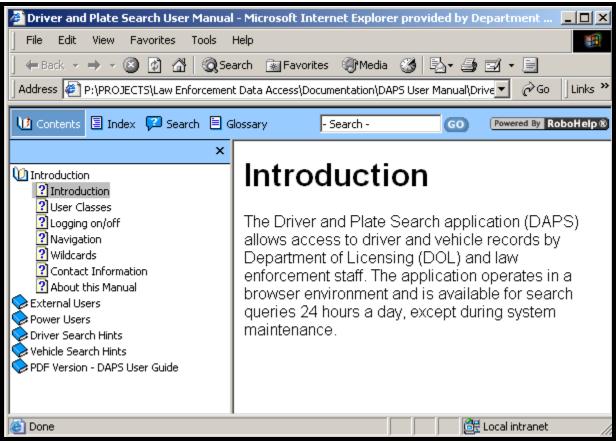
HOME: The **HOME** button will route you to the DAPS application **Home** page. This button is common to all screens.

DRIVER SEARCH: The DRIVER SEARCH button opens the Driver Search screen where you will initiate a search of the Driver information. You may also request vehicle owner records in this type of search.

VEHICLE SEARCH: The VEHICLE SEARCH button opens the Vehicle Search screen where you will initiate a search of the Vehicle and Vehicle Owner information.

HELP: The HELP button launches the DAPS User Guide. The User Guide operates in a window that is separate from the DAPS application.

To navigate within the **User Guide**, click once on a topic or hyperlink. The entire Help screen may not be visible at one time; you may need to use the scroll bars to view all of the information.

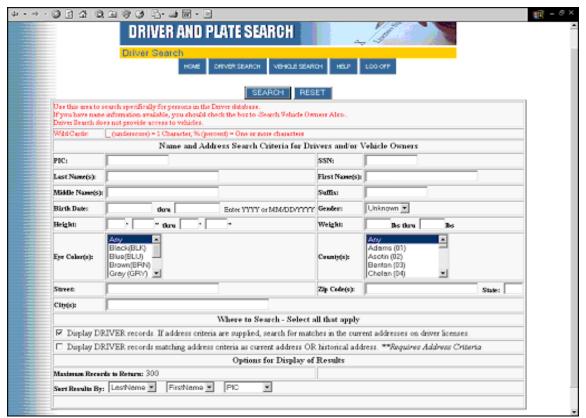


DAPS User Guide

LOG OFF: The LOG OFF button closes the DAPS application. To allow the application to close properly, it is important to log off before closing the browser window. You may click on the LOG OFF button on any DAPS screen to exit the application.

Driver Search Screen

Click once on the **DRIVER SEARCH** button DRIVER SEARCH button. The **Driver Search** screen opens:



Driver Search Screen - External User

Driver Search Screen Data Fields

PIC: Personal Identification Code. A unique code based on a person's name and birth date that is used by DOL for record identification. The PPIC is known as the Driver License, Identicard, permit, or Operator License Number (OLN). You may use all or part of the PIC. Wildcards are allowed.

SSN: Social Security Number. Enter all three sections of the SSN. You may use wildcards in place of any of the individual numbers.

Last Name(s): Last name. Enter all or part of the last name. You may search using more than one last name by separating each name with a comma. For example: Doe, Smith, Jones. Wildcards are allowed. This field allows a maximum of 255 characters.

First Name(s): First name. Enter all or part of the first name. You may search using more than one first name by separating each name with a comma. For example: Jana, Jane, Janet. Wildcards are allowed. This field allows a maximum of 255 characters.

Middle Name(s): Middle name. Enter all or part of the middle name. You may search using more than one middle name by separating each name with a comma. For example: Fae, Fay, Faye. Wildcards are allowed, but may significantly slow the search. This field allows a maximum of 255 characters.

Suffix: Suffix. The suffix comes *after* a name. Examples are: Jr, Sr, PhD. Wildcards are allowed, but may significantly slow the search.

Birth Date: Birth date. Enter the specific birth date or a range of dates. Enter a specific birth date as MM/DD/YYY (01/01/1971). Enter a range of dates as MM/DD/YYYY (01/01/1971) or as YYYY (1971). Enter a specific birth date in the first data field.

Gender: Gender. Automatically defaults to **Unknown** if no selection is made from the drop-down list.

Height: Height. Enter a specific height or a range of heights as feet inches. If you search for a specific height, the system looks for an exact match. Enter a range of heights to increase the search results.

Weight: Weight. Enter a range of weight in pounds.

Eye Color(s): Eye color. Select from the drop-down list. You may select more than one color by holding down the Ctrl key on your keyboard while clicking on the desired value with the mouse. If you select eye color(s), the system will look for an exact match or only those records matching the eye colors selected.

County(s): County of residence. You may select more than one county from the drop-down list by holding down the Ctrl key on your keyboard while clicking on the desired value with the mouse. Selecting a single county will limit the search results to legal residents of that specific county. Selecting more than one county will expand the search results to residents of the counties selected.

Street: Street address. You may search using the entire street address, or just by street name. Wildcards are allowed, but may significantly slow the search.

ZipCode(s): Zip Code. You may search using one or more Zip Code. If searching more than one Zip Code, separate each number with a comma. For example: 98501, 98502, 98503. Selecting a single Zip Code will limit the search results to those residing within that Zip Code area. Selecting more than one Zip Code will expand the search results to additional areas. Wildcards are allowed. This field allows a maximum of 255 characters.

State: State. Enter the state as the standard two-letter abbreviation (WA, OR). Wildcards are allowed.

City(s): City of residence. You may enter all or part of the city name. You may also search using more than one city by separating each name with a comma. For example: Seattle, Sea-Tac, Tukwila. Selecting a single city will limit the search results to residents of that specific city. Selecting more than one city will expand the search results to residents of the cities selected. Wildcards are allowed. This field allows a maximum of 255 characters.

Where to Search Options

Display DRIVER records. If address criteria are supplied, search for matches in the current addresses on driver licenses. This box is checked by default, and initiates a search of the Driver database. Leave this box checked even if you do not have address information. This is the most common type of search.

Display DRIVER records matching address criteria as current address OR historical address. **Requires Address Criteria. Select this box to search records that have current or historical addresses matching your address criteria.

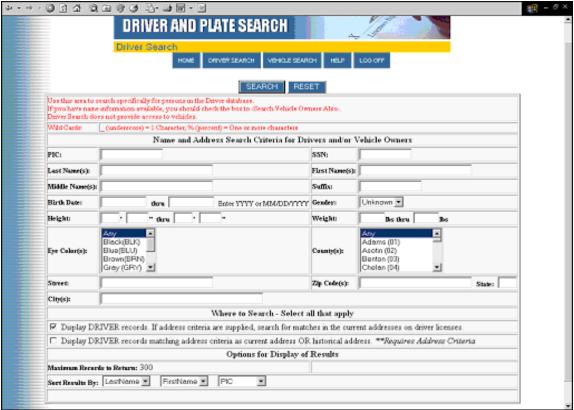
Options for Display of Results

Maximum Records to Return: The DAPS system will return a maximum of 300 records. If you are searching for a common name, such as Anderson or Smith, include as much information as possible to narrow the search.

Sort Results By: Search results are defaulted to sort by last name, first name and PIC. You may select other options such as SSN, Birth Date, and City from the drop-down lists.

Processing a Driver Search

Click on the DRIVER SEARCH button to access the Driver Search screen:



Driver Search Screen - External User

When conducting a search of records in the Driver database, you may use any combination of data fields on this screen. The more data fields completed, the more accurate the search results. Fields ending with an (s) mean that you can search by more than one value for the field by separating each value with a comma.

NOTE: One of the key fields for a quick search with specific results is the **PIC** data field. The PIC (Personal Identification Code) is also known as the **OLN** (Operator License Number).

- Place the cursor in the data field desired and enter the appropriate information. You must enter at least one of the following: Last Name, PIC, SSN, Birth Date, City, Street, or County.
- Once you have completed entering personal information, select from the Where to Search options.

- 3. If desired, you may choose different **Sort Results By** options by selecting from the drop-down lists.

The time it takes the system to search the Driver database may be lengthy depending upon the search criteria. A search utilizing a PIC will be much faster than a search of possible last names and birth dates.

The DAPS system will display a maximum of 300 records. If more than 300 records are found, the system will identify the number of records found, but it will only display a 20-record sample on the **Driver Search Results** screen:

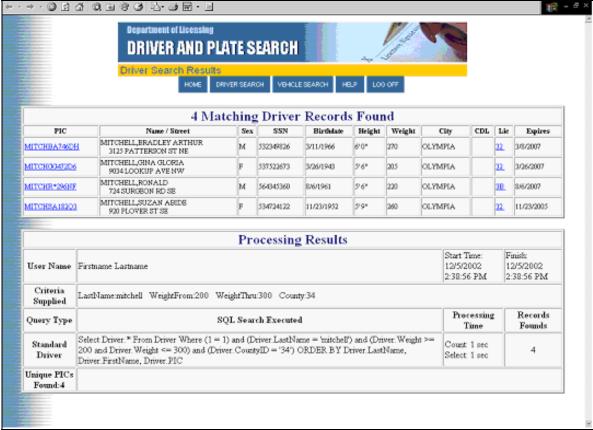


Driver Search Results Screen

At this point, you have the option of narrowing the search by excluding or including information. For example, if you think the individual's name is some variant of Davidson and you've entered DAV% in the **Last Name(s)** field, you could narrow the results by entering an additional letter: DAVI%. Likewise, if you've entered ten possible last names, you could narrow the search by entering only five last names.

Driver Search Results

If your Driver search brings up 300 or fewer records, the **Driver Search Results** screen opens:



Driver Search Results Screen - External User

Notice that the menu items at the top of the screen are the same as on the **Driver Search** screen. You may click on any of these menu items to be routed to another point in the DAPS application. In addition, you may navigate from one screen to another by using your browser's forward and back buttons.

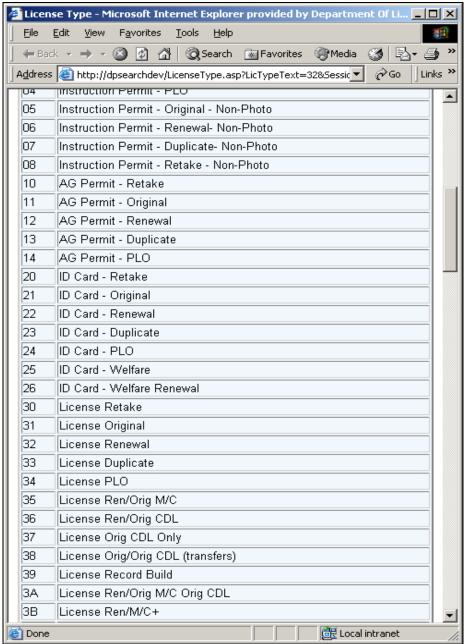
Matching Driver Records Found

This table displays the search results. These are the records found in the Driver database that match your search criteria.

Notice that each **PIC** is underlined. Underlined items indicate a hyperlink that, when clicked, will provide additional information. If you click on a **PIC**, you will access that specific Driver record where you will be able to view the details for that person.

The **CDL** (Commercial Driver License) column will contain 3 asterisks (***) if the Driver record contains CDL information. Click on the **PIC** to view CDL information.

The **LIC** (License) column contains the transaction code for the most recent activity to the Driver record. Notice that the **LIC** code is a hyperlink. If you click on the hyperlink, a new window opens that contains the name of the transaction and the master list of transaction types.



Types of Transactions

Processing Results

This table displays your user information, the search criteria that you supplied, processing information, the number of records found, and the number of unique PICs returned.

How to Proceed

Once the **Driver Results** screen opens (see page 11), you have four basic ways in which to proceed:

- Accept the results as they are displayed.
- Access additional information on a specific Driver record.
- Do not accept the results; refine the search criteria.
- · Select from the menu options.

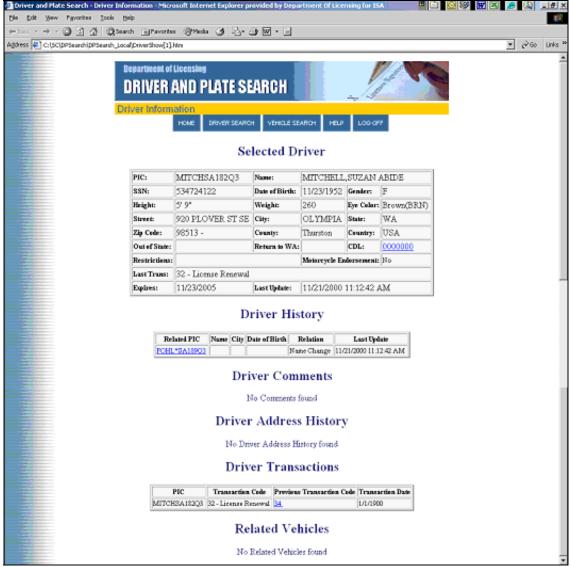
1. Accept the Results as Displayed:

If you are accepting the results as displayed, your choices are to view them on the screen or print them out. If you wish to print the results, click on the print icon on your browser. This will print the entire list of results. If you wish to print only a portion of the results, you may copy and paste selected results into a word processing document, and then print the document.

2. Access Additional Information:

If you wish to view additional Driver information, click on a Personal Identification Code in the **PIC** field. Underlined information, such as the **PIC**, indicates a hyperlink. Clicking on this link will bring up another screen that will provide you with additional information, in a sense "drilling down" into that record. Use your browser's forward and back buttons to move from screen to screen.

The following is a typical **Driver Information** screen:



Driver Information Screen - External User

Selected Driver: The **Selected Driver** table gives current Driver history.

Driver History: The **Driver History** table includes past Driver information, including aliases. Notice that the **PIC** is a hyperlink. Clicking on this link will open a pop-up window containing information for the related PIC.

Driver Comments: This includes comments to the Driver record, if any.

Driver Address History: This includes the selected driver's address changes. Current address information will be displayed in the **Selected Driver** table at the top of the screen.

Driver Transactions: This includes a history of the transactions relating to the Driver record. This history pertains to the **PIC** on which the search was conducted.

Related Vehicles: Any vehicles owned by the driver are presented here. **Plate** numbers of related vehicles are hyperlinked to additional vehicle information.

3. Do Not Accept the Results; Refine the Search Criteria:

If the search returns too few or too many records, you may wish to go back to the **Driver Search** screen and include more information by which to search. Simply click on your browser's back button to return to the **Driver Search** screen. Your original search criteria should continue to display so that you can modify the parameters and initiate another search.

4. Select from the Menu Options:

If desired, you may click on any of the menu buttons to log off or be routed to another area of the DAPS application.

More than 300 Records Returned

If you've narrowed the search as much as possible and still have more than 300 records returned, you have two options:

- Contact your office Power User to request an increase in the maximum records returned or to access additional **Where to Search** options.
- Request an Unload from the Department of Licensing Communications Unit.
 An Unload is a report that details all of the search results. It may take more than 24 hours to receive this type of information.

HINT: If your search criteria includes both genders and more than 300 records are found, you might be able to view all records by searching by one gender and then the other.

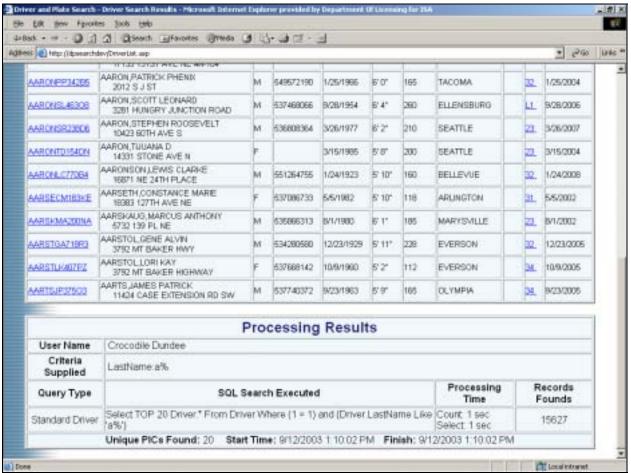
Requesting an Unload from DOL

If you have narrowed the search as much as possible and still have a return of more than 300 records, you may e-mail the Department of Licensing Communications Unit with a request for an **Unload**. When you request an Unload, DOL staff will produce a report that contains all of the records you have requested. These reports are typically either faxed or mailed back to the person who requests the Unload.

NOTE: It is very important to give the Communications Unit staff the exact search criteria that you used in your original search. If the search criteria do not match, the Unload Report from DOL will include information that is different from your original

search. In addition, it's important to note that the information contained in the Unload Report is that which is current in the system at the time the Unload is processed.

To request an Unload, scroll down to the bottom of the **Driver Search Results** screen to the table entitled **Processing Results**. The information in the **Criteria Supplied** field will be the criteria that you will send to DOL.

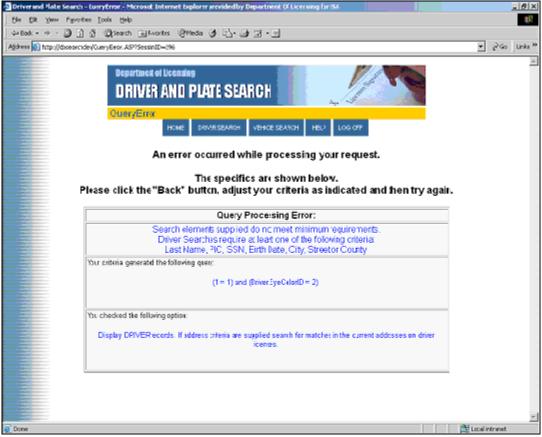


Driver Search Results Screen

- Copy the information exactly as is given in the Criteria Supplied field. An easy way to do this is to use the computer mouse to highlight and Copy the information.
- 2. In the body of the e-mail to DOL, either type in the exact search criteria or **Paste** what you copied with the mouse.
- Enter your contact information, such as your phone number and FAX number, and send the e-mail to the Department of Licensing Communications Unit. Depending upon the size of the report, DOL staff will send the results to you either by FAX or by the Postal Service.

Query Error Screen

The **Query Error** screen will display if the search criteria that you entered gives rise to an error during the processing of your search. A typical example of a **Query Error** screen is:



Query Error Screen

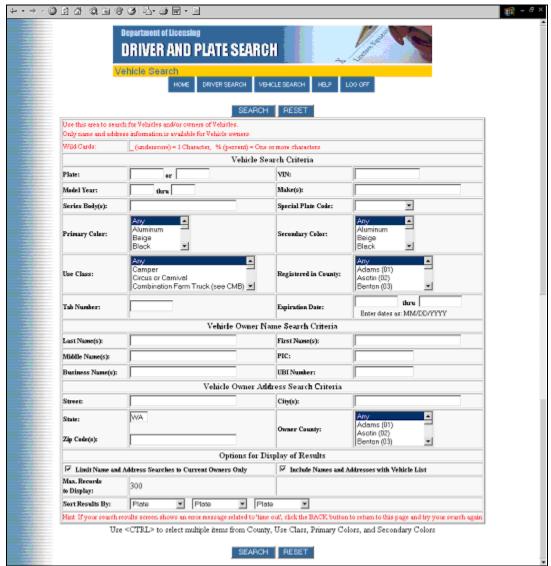
There are a number of reasons why a search will return an error. Some of the more common are:

- No records exist in the database that match the search criteria.
- Not enough information was given. For example, you must include one of the following: Last Name, PIC, SSN, Birth Date, City, Street, or County.
- Information is not entered correctly. For example, the first **Birth Date** data field is left empty, but a value is entered in the **thru** data field.

The **Query Processing Error** table will identify what caused the error to occur. Use the browser's back button to return to the **Driver Search** screen to modify the search criteria and initiate another search.

Vehicle Search Screen

Click once on the **VEHICLE SEARCH** button vehicle **Search** screen opens:



DAPS Vehicle Search Screen - External User

Vehicle Search Screen Data Fields

Plate: License plate number. You may enter two license plate numbers; use the first data field if only entering one plate number. Wildcards are allowed.

VIN: Vehicle Identification Number. You may use wildcards in the vehicle identification number.

Model Year: Vehicle model year. Enter model year as a single year or as a range of years in YYYY format (1990). Use the first data field to enter a specific year.

Make(s): Vehicle make. Enter all or part of the vehicle make. You may search for more than one make by separating each value with a comma. For example, Ford, Buick, Chev.

Series Body(s): Vehicle body style. Enter all or part of the body style. You may search for more than one body style by separating each value with a comma. For example, 2DR, 4DR. Wildcards are allowed.

Special Plate Code: Special license plate code identifying specialized plates. Select a value from the drop-down list.

Primary Color: Primary vehicle body color. Select a color from the drop-down list. You may select more than one color by holding down the Ctrl key on your keyboard while clicking on the desired value with the mouse.

Secondary Color: Secondary vehicle color. Select a color from the drop-down list. You may select more than one color by holding down the Ctrl key on your keyboard while clicking on the desired value with the mouse.

Use Class: Vehicle use classification. Select a value from the drop-down list. You may select more than one use class by holding down the Ctrl key on your keyboard while clicking on the desired value with the mouse.

Registered in County: County in which the vehicle is registered. Select a county from the drop-down list. You may select more than one county by holding down the Ctrl key on your keyboard while clicking on the desired value with the mouse. Selecting a single county will limit the search results to legal residents of that specific county. Selecting more than one county will expand the search results to residents of the counties selected.

Tab Number: License tab number. Enter the complete tab number.

Expiration Date: Vehicle license expiration date. Enter a specific date or a range of dates in MM/DD/YYYY format. You must enter a specific date in the first data field.

Last Name(s): Last name. Enter all or part of the last name. You may search using more than one last name by separating each name with a comma. For example: Doe, Smith, Jones. Wildcards are allowed.

First Name(s): First name. Enter all or part of the first name. You may search using more than one first name by separating each name with a comma. For example: Jana, Jane, Janet. Wildcards are allowed.

Middle Name(s): Middle name. Enter all or part of the middle name. You may search using more than one middle name by separating each name with a comma. For example: Fae, Fay, Faye. Wildcards are allowed, but may significantly slow the search.

PIC: Personal Identification Code. A unique code based on a person's name and birth date that is used by DOL for record identification. The PIC is known as the Driver License, Identicard, permit, or Operator License Number (OLN). You may use all or part of the PIC. Wildcards are allowed.

Business Name(s): Name of the business that owns the vehicle. Enter all or part of the business name. You may search using more than one name by separating each name with a comma. For example: Avis, Budget, Hertz. Wildcards are allowed.

UBI Number: Uniform Business Identifier. A sixteen-digit code used by DOL to identify a business. Wildcards are allowed.

Street: Vehicle owner street address. Enter all or part of the street address. Wildcards are allowed, but may significantly slow the search.

City(s): Vehicle owner's city of residence. You may enter all or part of the city name. You may also search using more than one city by separating each name with a comma. For example: Seattle, Sea-Tac, Tukwila. Selecting a single city will limit the search results to residents of that specific city. Selecting more than one city will expand the search results to residents of the cities selected. Wildcards are allowed.

State: Vehicle owner's state of residence. Enter the state as the standard two-letter abbreviation (WA, OR). Wildcards are allowed.

Owner County: Vehicle owner's county of residence. Select a value from the dropdown list. You may select more than one county by holding down the Ctrl key on your keyboard while clicking on the desired value with the mouse. Selecting a single county will limit the search results to legal residents of that specific county. Selecting more than one county will expand the search results to residents of the counties selected.

Zip Code(s): Zip Code. You may search using one or more Zip Code. If searching more than one Zip Code, separate each number with a comma. For example: 98501, 98502, 98503. Selecting a single Zip Code will limit the search results to those residing within that area. Selecting more than one Zip Code will expand the search results to additional areas. Wildcards are allowed. This field allows a maximum of 255 characters.

Options for Display of Results

Limit Name and Address Searches to Current Owners Only: This box is checked by default. It will limit the search to a vehicle's current owners. If unchecked, the search is expanded to the vehicle's previous owners.

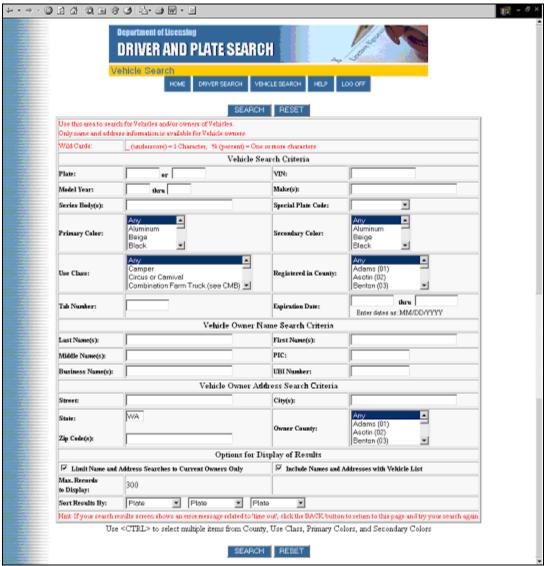
Include Names and Addresses with Vehicle List: This box is checked by default. It will include the names and addresses of current vehicle owners in the search results. If the box is unchecked, the names and addresses of current vehicle owners will not display. Using this option increases the time required to process the search, but may provide important information.

Max. Records to Display: The DAPS system will display a maximum of 300 records. If you are searching for a common vehicle, such as a Honda, include as much information as possible to narrow the search.

Sort Results By: Search results are defaulted to sort by Plate. You may select other options from the drop-down lists.

Processing a Vehicle Search

Click on the **VEHICLE SEARCH** button to access the **Vehicle Search** screen:



Vehicle Search Screen – External User

When conducting a search of Vehicle records, you may use any combination of data fields on this screen. The more data fields completed, the more accurate the search results. You must, however, include at least one of the following: Plate, Model year, Make, Series Body, City, County, Tab Number or VIN.

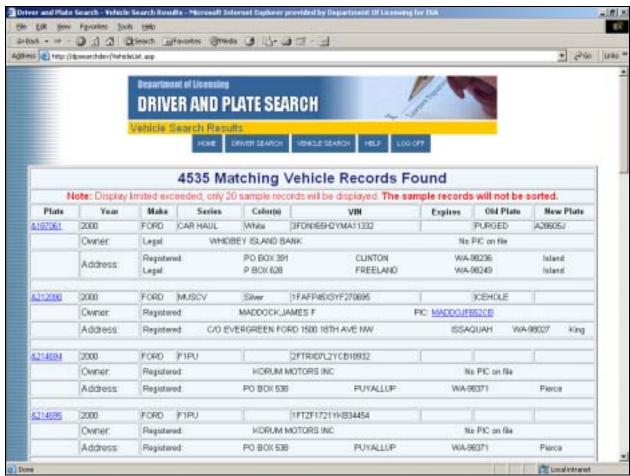
1. Place the cursor in the data field desired and enter the appropriate information. Remember that fields ending with an **(s)** mean that you can search by more than one value for that field by separating each value with a comma: Dodge, Ford,

GMC.

- 2. Once you have completed entering the Vehicle information, you may enter Vehicle Owner search criteria.
- If desired, you may choose different Sort By options by selecting from the dropdown lists.
- 4. Click once on the **Search** button

The time it takes the system to search the Vehicle database may be lengthy depending upon the search criteria. A search utilizing a full plate number will be much faster than one where only one or two of the numbers or letters are used.

The DAPS system will display a maximum of 300 records. If more than 300 records are found, the system will identify the number of records found, but it will only display a 20-record sample on the **Vehicle Search Results** screen:



Vehicle Search Results Screen

At this point, you have the option of narrowing the search by excluding or including information. For example, if you think the vehicle owner's name is some variant of

Davidson and you've entered DAV% in the **Last Name(s)** field, you could narrow the results by entering an additional letter: DAVI%. Likewise, if you've entered four different vehicle makes, you could narrow the search by entering only one or two makes at a time.

Vehicle Search Results

If your **Vehicle Search** brings up 300 or fewer records, the **Vehicle Search Results** screen opens:



Vehicle Search Results Screen

Notice that the menu items at the top of the screen are the same as on the **Vehicle Search** screen. You may click on any of these menu items to be routed to another point in the DAPS application. In addition, you may navigate from one screen to another by using your browser's forward and back buttons.

Matching Vehicle Records Found

This table displays the search results. These are the records found in the Vehicle or Vehicle Owner database that match your search criteria.

Notice that each **Plate** is underlined. Underlined items indicate a hyperlink that, when clicked, will provide additional information. If you click on a **PLATE**, the **Vehicle Information** screen will open.

In addition to the **Plate**, each **PIC** is underlined. If you click on a **PIC**, you will access that specific Owner record and be able to view the details for that person.

How to Proceed

Once the **Vehicle Search Results** screen opens, you have four basic ways in which to proceed:

- Accept the results as they are displayed.
- · Access additional information on a specific vehicle record.
- Do not accept the results; refine the search criteria.
- Select from the menu options.

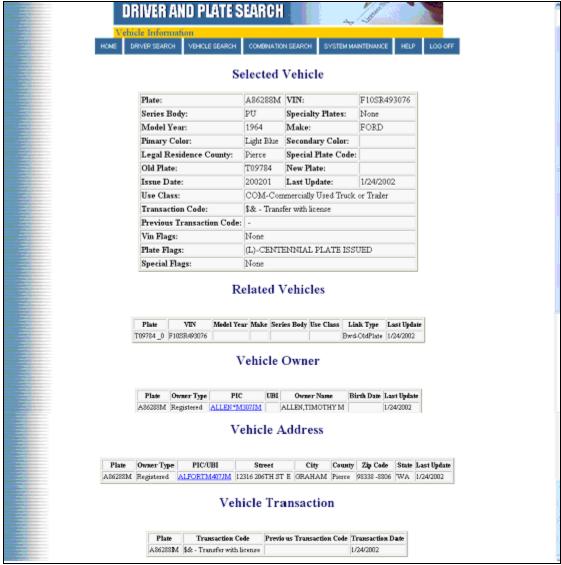
1. Accept the Results as Displayed:

If you are accepting the results as displayed, your choices are to view them on the screen or print them out. If you wish to print the results, click on the print icon on your browser. This will print the entire list of results. If you wish to print only a portion of the results, you may copy and paste selected results into a word processing document, and then print the document.

2. Access Additional Information:

If you wish to view additional vehicle or owner information, click on the selected **Plate** or **PIC**. Underlined information, such as the **Plate**, indicates a hyperlink. Clicking on a hyperlink will bring up another screen that will provide you with additional information, in a sense "drilling down" into that record. Use your browser's forward and back buttons to move from screen to screen.

The following is a typical **Vehicle Information** screen:



Vehicle Information Screen

Selected Vehicle: The Selected Vehicle table gives current Vehicle history.

Related Vehicles: This table provides additional information that relates to the selected vehicle, such as former license plate numbers.

Vehicle Owner: This table provides information on the vehicle's registered owner.

Vehicle Address: This includes the address information on file for the selected vehicle.

Vehicle Transaction: This includes a history of the transactions on the Vehicle record.

3. Do Not Accept the Results; Refine the Search Criteria:

If the search returns too few or too many records, you may wish to go back to the **Vehicle Search** screen and include more information by which to search. Simply click on your browser's back button to return to the **Vehicle Search** screen. Your original search criteria should continue to display so that you can modify the parameters and initiate another search.

4. Select from the Menu Options:

If desired, you may click on any of the menu buttons to log off or be routed to another area of the DAPS application.

More than 300 Records Returned

If you've narrowed the search as much as possible and still have more than 300 records returned, you have two options:

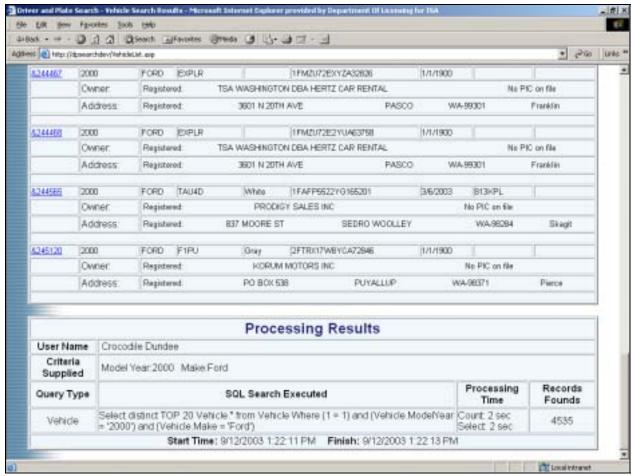
- Contact your office Power User to request an increase in the maximum records returned or to access additional Where to Search options.
- Request an Unload from the Department of Licensing Communications Unit. An Unload is a report that details all of the search results. It may take more than 24 hours to receive this type of information.

Requesting an Unload from DOL

If you have narrowed the search as much as possible and still have a return of more than 300 records, you may e-mail the Department of Licensing Communications Unit with a request for an **Unload**. When you request an Unload, DOL staff will produce a report that contains all of the records you have requested. These reports are typically either faxed or mailed back to the person who requests the Unload.

NOTE: It is very important to give the Communications Unit staff the exact search criteria that you used in your original search. If the search criteria do not match, the Unload Report from DOL will include information that is different from your original search.

To request an Unload, scroll down to the bottom of the **Vehicle Search Results** screen to the table entitled **Processing Results**. The information in the **Criteria Supplied** field will be the criteria that you will send to DOL.

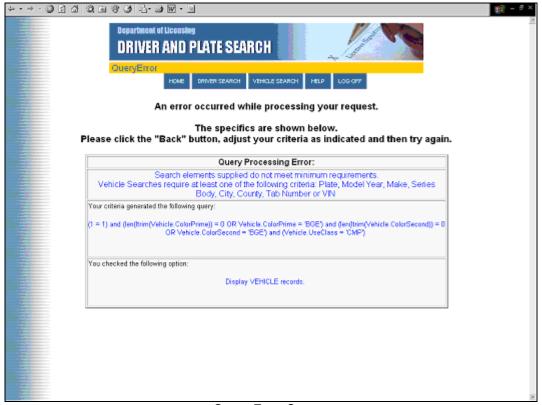


Vehicle Search Results Screen

- Copy the information exactly as is given in the Criteria Supplied field. An easy
 way to do this is to use the computer mouse to highlight and Copy the
 information.
- 2. In the body of the e-mail to DOL, either type in the exact search criteria or **Paste** what you copied with the mouse.
- Enter your contact information, such as your phone number and FAX number, and send the e-mail to the Department of Licensing Communications Unit. Depending upon the size of the report, DOL staff will send the results to you either by FAX or by the Postal Service.

Query Error Screen

The **Query Error** screen will display if the search criteria that you entered gives rise to an error during the processing of your search. A typical example of a **Query Error** screen is:



Query Error Screen

There are a number of reasons why a search will return an error. Some of the more common are:

- No records exist in the database that match the search criteria.
- Not enough information was given. For example, you must include one of the following: Plate, Model Year, Make, Series Body, City, County, Tab Number or VIN.
- Information is not entered correctly. For example, the first **Model Year** data field is left empty, but a value is entered in the **Model Year thru** data field.

The **Query Processing Error** table will identify what caused the error to occur. Use the browser's back button to return to the **Vehicle Search** screen to modify the search criteria and initiate another search.

Part Two - Power User

Extended Functionality for Power User

In addition to the basic search options available to the External User, a Power User has access to extended functionality within the DAPS application.

General:

- Ability to increase the number of search results
- Last name and first name Soundex (Sdx), which allows for phonetic search
- Not restricted to searches that use at least one database index, such as PIC, Last Name(s), or First Name(s)

Driver Search:

- Additional "Where to Search" options
- Vehicle Owner records that match both name and address search criteria
- Display Vehicle Owner records that match at least name criteria
- Display Vehicle Owner records that match at least the address criteria
- Option to search using UBI and Business Name on Additional Vehicle Owner Search

Vehicle Search:

Ability to search by brand of vehicle

Driver and Plate Search Home Page

Once you have gained access through Transact Washington to the Driver and Plate Search application, the following page will load in your browser window:



DAPS Home Page

The Driver and Plate Search **Home** page is your entry point into the DAPS application. Please note the following menu items:

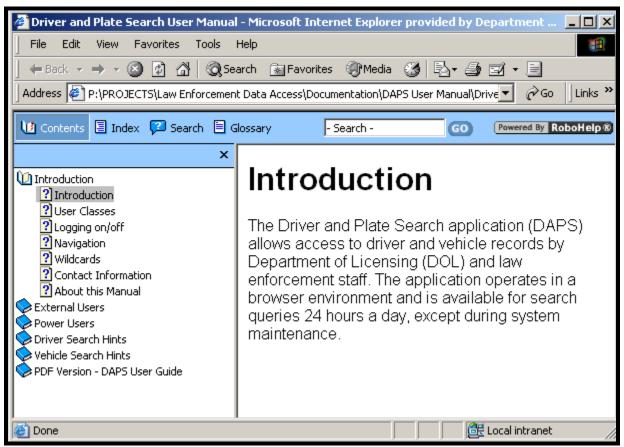
HOME: The **HOME** button will route you to the DAPS application **Home** page. This button is common to all screens.

DRIVER SEARCH: The DRIVER SEARCH button opens the Driver Search screen where you will initiate a search of Driver information. You may also request vehicle owner records in this type of search.

VEHICLE SEARCH: The VEHICLE SEARCH button opens the Vehicle Search screen where you will initiates a search of Vehicle and Vehicle Owner information.

HELP: The HELP button launches the DAPS User Guide. The User Guide operates in a window that is separate from the DAPS application.

To navigate within the **User Guide**, click once on a topic or hyperlink. The entire Help screen may not be visible at one time; you may need to use the scroll bar at the right side of the window to view all of the information.



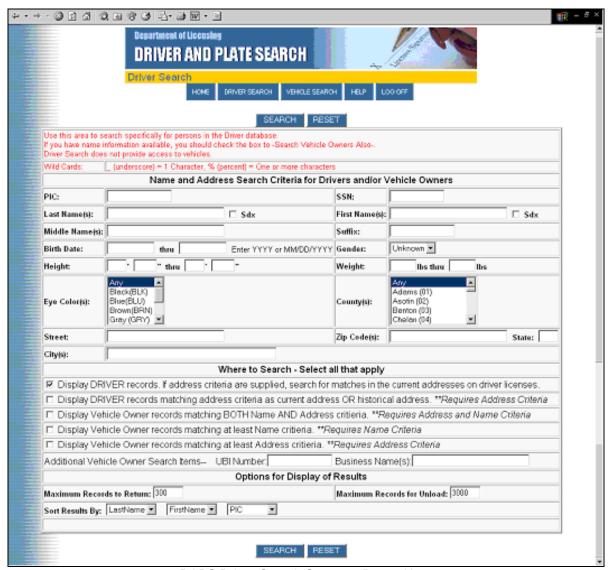
DAPS User Guide

LOG OFF:

The LOG OFF button closes the DAPS application. To allow the application to close properly, it is important to log off before closing the browser window. You may click on the LOG OFF button on any DAPS screen to exit the application.

Driver Search Screen

Click once on the **DRIVER SEARCH** button DRIVER SEARCH button. The **Driver Search** screen opens:



DAPS Driver Search Screen - Power User

Driver Search Screen Data Fields

PIC: Personal Identification Code. A unique code based on a person's name and birth date that is used by DOL for record identification. The PIC is known as the Driver License, Identicard, permit, or Operator License Number (OLN). You may use all or part of the PIC. Wildcards are allowed.

SSN: Social Security Number. Enter all three sections of the SSN. You may use wildcards in place of any of the individual numbers.

Last Name(s): Last name. Enter all or part of the last name. You may search using more than one last name by separating each name with a comma. For example: Doe, Smith, Jones. Wildcards are allowed. This field allows a maximum of 255 characters.

Sdx: Soundex. Clicking in this box allows for a phonetic search. Results vary, and may dramatically increase the number of records returned.

First Name(s): First name. Enter all or part of the first name. You may search using more than one first name by separating each name with a comma. For example: Jana, Jane, Janet. Wildcards are allowed. This field allows a maximum of 255 characters.

Sdx: Soundex. Clicking in this box allows for a phonetic search. Results vary, and may dramatically increase the number of records returned.

Middle Name(s): Middle name. Enter all or part of the middle name. You may search using more than one middle name by separating each name with a comma. For example: Fae, Fay, Faye. Wildcards are allowed, but may significantly slow the search. This field allows a maximum of 255 characters.

Suffix: Suffix. The suffix comes *after* a name. Examples are: Jr, Sr, PhD. Wildcards are allowed, but may significantly slow the search.

Birth Date: Birth date. Enter the specific birth date or a range of dates. Enter a specific birth date as MM/DD/YYYY (01/01/1971). Enter a range of dates as MM/DD/YYYY (01/01/1971) or as YYYY (1971). Enter a specific birth date in the first data field.

Gender: Gender. Automatically defaults to **Unknown** if no selection is made from the drop-down list.

Height: Height. Enter a specific height or a range of heights as feet and inches. If you search for a specific height, the system looks for an exact match. Enter a range to increase the search results.

Weight: Weight. Enter a range of weight in pounds.

Eye Color(s): Eye color. Select from the drop-down list. You may select more than one color by holding down the Ctrl key on your keyboard while clicking on the desired value with the mouse. If you select eye color(s), the system will look for an exact match or only those records matching the eye colors selected.

County(s): County of residence. You may select more than one county from the drop-down list by holding down the Ctrl key on your keyboard while clicking on the desired value with the mouse. Selecting a single county will limit the search results to residents

of that specific county. Selecting more than one county will expand the search results to legal residents of the counties selected.

Street: Street address. You may search using the entire street address, or just by street name. Wildcards are allowed, but may significantly slow the search.

ZipCode(s): Zip Code. You may search using one or more Zip Code. If searching more than one Zip Code, separate each with a comma. For example: 98501, 98502, 98503. Selecting a single Zip Code will limit the search results to those residing within that Zip Code area. Selecting more than one Zip Code will expand the search results to additional areas. Wildcards are allowed. This field allows a maximum of 255 characters.

State: State. Enter the state as the standard two-letter abbreviation (WA, OR). Wildcards are allowed.

City(s): City of residence. You may enter all or part of the city name. You may also search using more than one city by separating each name with a comma. For example: Seattle, Sea-Tac, Tukwila. Selecting a single city will limit the search results to residents of that specific city. Selecting more than one city will expand the search results to residents of the cities selected. Wildcards are allowed. This field allows a maximum of 255 characters.

Where to Search Options

Display DRIVER records. If address criteria are supplied, search for matches in the current addresses on Driver licenses. This box is checked by default, and initiates a search of the Driver database. Leave this box checked even if you do not have address information. This is the most common type of search.

Display DRIVER records matching address criteria as current address OR historical address. **Requires Address Criteria. Select this box to search records that have current or historical addresses matching your address criteria.

Display Vehicle Owner records matching BOTH Name AND Address criteria.**Requires Address and Name Criteria. Checking this box initiates a search of the Vehicle Owner database to return Vehicle Owner records in addition to Driver records.

Display Vehicle Owner records matching at least Name criteria. **Requires Name Criteria. Checking this box initiates a search of the Vehicle Owner database to return Vehicle Owner records in addition to Driver records.

Display Vehicle Owner records matching at least Address criteria. **Requires Address Criteria. Checking this box initiates a search of the Vehicle Owner database to return Vehicle Owner records in addition to Driver records.

Additional Vehicle Owner Search Items: UBI Number; Business Name(s). Entering information in these data fields initiates a search of the Vehicle Owner database to

return Vehicle Owner records in addition to Driver records. You may search for more than one business name by separating each name with a comma. For example: Avis, Budget, Hertz.

Options for Display of Results

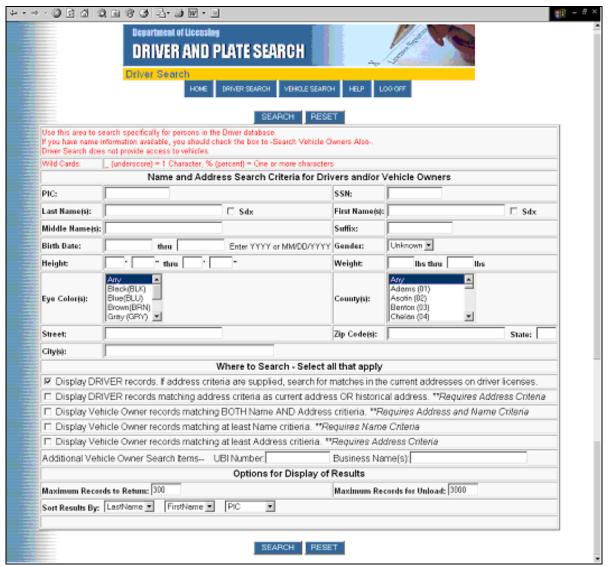
Maximum Records to Return: This data field allows you to change the maximum number of records to return. The default is 300 records. If you are searching for a common name, such as Anderson or Smith, include as much information as possible to narrow the search. Power Users have the ability to change this number to as high as 9999. If the number of records returned is increased, the results are divided into blocks containing 300 records.

Maximum Records for Unload: Not in use.

Sort Results By: Search results are defaulted to sort by last name, first name and PIC. You may select other options such as SSN, Birth Date, and City from the drop-down lists.

Processing a Driver Search

Click on the DRIVER SEARCH button to access the Driver Search screen:



DAPS Driver Search Screen - Power User

When conducting a search of Driver records, you may use any combination of data fields on this screen. The more data fields completed, the more accurate the search results. Fields ending with an (s) mean that you can search by more than one value for the field by separating each value with a comma.

NOTE: One of the key fields for a quick search with specific results is the **PIC** data field. The PIC (Personal Identification Code) is also known as the **OLN** (Operator License Number).

- 1. Place the cursor in the data field desired and enter the appropriate information.
- 2. Once you have completed entering Driver information, select from the **Where to Search** options.
- 3. If desired, you may change the **Maximum Records to Return** from 300 to 9999. Requesting a larger number of records to return will increase the time that the system takes to search the database.
- 4. If desired, you may choose different **Sort Results By** options by selecting from the drop-down lists.

NOTE: If you increase the **Maximum Records to Return**, a pop-up warning message will open, indicating that you must wait until the results screen finishes painting before you may click on any link or button.



Warning Message

NOTE: You must click **OK** on the warning message, and click again on the **SEARCH** button to activate the search.

The time it takes the system to search the Driver database may be lengthy depending upon the search criteria. A search utilizing a PIC will be much faster than a search of possible last names and birth dates.

The DAPS system will display up to 300 records unless a greater number has been selected. If more records are found than were requested, the system will display a 20-record sample on the **Driver Search Results** screen:

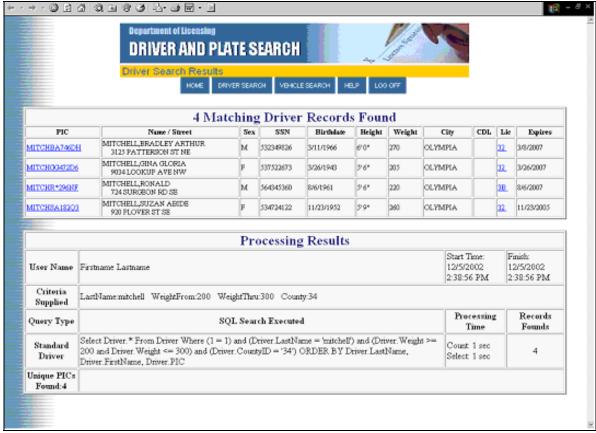


Driver Search Results Screen

At this point, you have the option of narrowing the search by excluding or including information. For example, if you think the individual's name is some variant of Davidson and you've entered DAV% in the **Last Name(s)** field, you could narrow the results by entering an additional letter: DAVI%. Likewise, if you've entered ten possible last names, you could narrow the search by entering only five last names.

Driver Search Results

If your Driver search results in the maximum number of records you've requested or fewer, the **Driver Search Results** screen opens:



Driver Search Results Screen

Notice that the menu items at the top of the screen are the same as on the **Driver Search** screen. You may click on any of these menu items to be routed to another point in the DAPS application. In addition, you may navigate from one screen to another by using your browser's forward and back buttons.

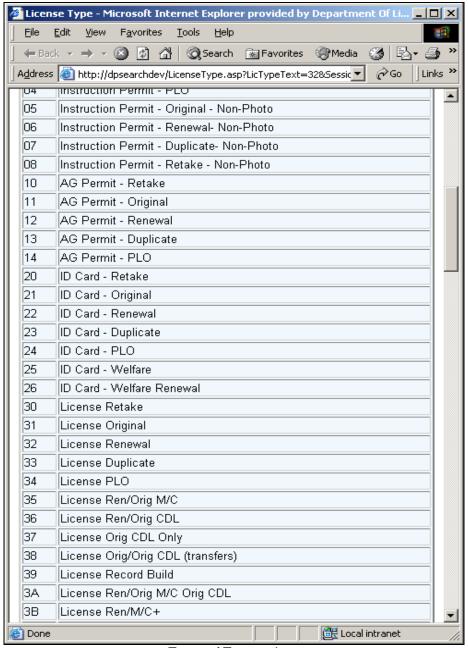
Matching Driver Records Found

This table displays the search results. These are the records found in the Driver database that match your search criteria.

Notice that each **PIC** is underlined. Underlined items indicate a hyperlink that, when clicked, will provide additional information. If you click on a **PIC**, you will access that specific Driver record where you will be able to view the details for that person.

The **CDL** (Commercial Driver License) column will contain 3 asterisks (***) if the Driver record contains CDL information. Click on the **PIC** to view CDL information.

The **LIC** (License) column contains the transaction code for the most recent activity to the Driver record. Notice that the **LIC** code is a hyperlink. If you click on the hyperlink, a new window opens that contains the name of the transaction and the master list of transaction types.



Types of Transactions

Processing Results

This table displays your user information, the search criteria that you supplied, processing information, the number of records found, and the number of unique PICs returned.

How to Proceed

Once the **Driver Search Results** screen opens (*see page 39*), you have four basic ways in which to proceed:

- Accept the results as they are displayed.
- Access additional information on a specific Driver record.
- Do not accept the results; refine the search criteria.
- Select from the menu options.

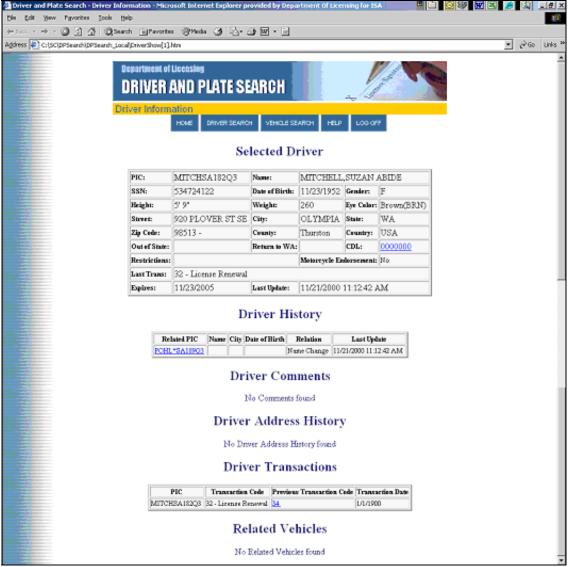
1. Accept the Results as Displayed:

If you are accepting the results as displayed, your choices are to view them on the screen or print them out. If you wish to print the results, click on the print icon your browser. This will print the entire list of results. If you wish to print only a portion of the results, you may copy and paste selected results into a word processing document, and then print the document.

2. Access Additional Information:

If you wish to view additional Driver information, click on the selected Personal Identification Code in the **PIC** field. Underlined information, such as the **PIC**, indicates a hyperlink. Clicking on this link will bring up another screen that will provide you with additional information, in a sense "drilling down" into that record. Use your browser's forward and back buttons to move from screen to screen.

The following is a typical **Driver Information** screen:



Driver Information Screen

Selected Driver: The **Selected Driver** table gives current Driver history.

Driver History: The **Driver History** table includes past Driver information, including aliases. Notice that the **PIC** is a hyperlink. Clicking on this link will open a pop-up window containing information for the related PIC.

Driver Comments: This includes comments to the Driver record, if any.

Driver Address History: This includes the selected driver's address changes. Current address information will be displayed in the **Selected Driver** table at the top of the screen.

Driver Transactions: This includes a history of the transactions relating to the Driver record. This history pertains to the **PIC** on which the search was conducted.

Related Vehicles: Any vehicles owned by the driver are presented here. **Plate** numbers of related vehicles are hyperlinked to additional vehicle information.

3. Do Not Accept the Results; Refine the Search Criteria:

If the search returns too few or too many records, you may wish to go back to the **Driver Search** screen and include more information by which to search. Simply click on your browser's back button to return to the **Driver Search** screen. Your original search criteria should continue to display so that you can modify the parameters and initiate another search.

4. Select from the Menu Options:

If desired, you may click on any of the menu buttons to log off or be routed to another area of the DAPS application.

More than the Maximum Number of Records Returned

If you've narrowed the search as much as possible and still have more than the maximum number of records returned, you may contact the Department of Licensing Communications Unit to request an **Unload**. An **Unload** is a report that details all of the search results. It may take more than 24 hours to receive this type of information.

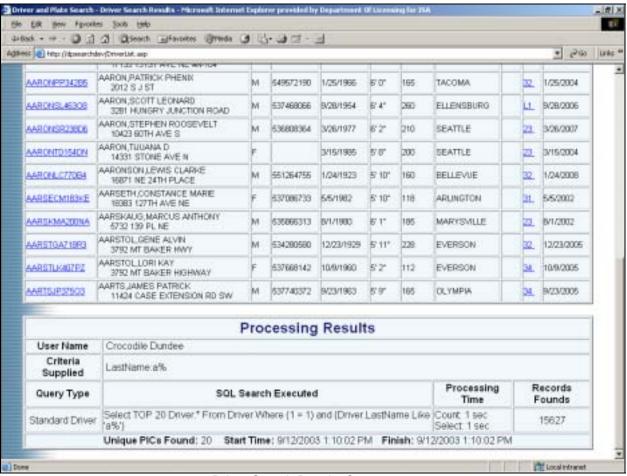
HINT: If your search criteria includes both genders and more than the maximum number of records are found, you might be able to view all records by searching by one gender and then the other.

Requesting an Unload from DOL

If you have narrowed the search as much as possible and still have a return of more than the allowed maximum number of records, you may e-mail the Department of Licensing Communications Unit with a request for an **Unload**. When you request an Unload, DOL staff will produce a report that contains all of the records you have requested. These reports are typically either faxed or mailed back to the person who requests the Unload.

NOTE: It is very important to give the Communications Unit staff the exact search criteria that you used in your original search. If the search criteria do not match, the Unload Report from DOL will include information that is different from your original search. In addition, it's important to note that the information contained in the Unload Report is that which is current in the system at the time the Unload is processed.

To request an Unload, scroll down to the bottom of the **Driver Search Results** screen to the table entitled **Processing Results**. The information in the **Criteria Supplied** field will be the criteria that you will send to DOL.



Driver Search Results Screen

- 1. Copy the information exactly as is given in the **Criteria Supplied** field. An easy way to do this is to use the computer mouse to highlight and **Copy** the information.
- 2. In the body of the e-mail to DOL, either type in the exact search criteria or **Paste** what you copied with the mouse.
- Enter your contact information, such as your phone number and FAX number, and send the e-mail to the Department of Licensing Communications Unit. Depending upon the size of the report, DOL staff will send the results to you either by FAX or by the Postal Service.

Query Error Screen

The **Query Error** screen will display if the search criteria that you entered gives rise to an error during the processing of your search. A typical example of a **Query Error** screen is:



Query Error Screen

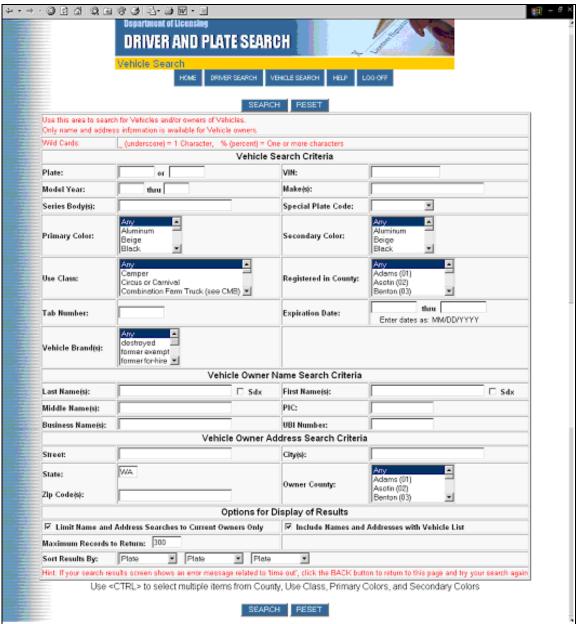
There are a number of reasons why a search will return an error. Some of the more common are:

- No records exist on the database that match the search criteria.
- Not enough information was given. For example, if your search includes address criteria you must enter at least the street address.
- Information is not entered correctly. For example, the first Birth Date data field is left empty, but a value is entered in the thru data field.

The **Query Processing Error** table will identify what caused the error to occur. Use the browser's back button to return to the **Driver Search** screen to modify the search criteria and initiate another search.

Vehicle Search Screen

Click once on the **VEHICLE SEARCH** button opens:



DAPS Vehicle Search Screen - Power User

Vehicle Search Screen Data Fields

Plate: License plate number. You may enter two license plate numbers; use the first data field when entering a single plate number. Wildcards are allowed.

VIN: Vehicle Identification Number. You may use wildcards in the vehicle identification number.

Model Year: Vehicle model year. Enter model year as a single year or as a range of years in YYYY format (1990). Use the first data field to enter a specific year.

Make(s): Vehicle make. Enter all or part of the vehicle make. You may search using more than one make by separating each value with a comma. For example, Ford, Buick, Chev.

Series Body(s): Vehicle body style. Enter all or part of the body style. You may search using more than one body style by separating each value with a comma. For example, 2DR, 4DR. Wildcards are allowed.

Special Plate Code: Special license plate code identifying state universities. Select a value from the drop-down list.

Primary Color: Primary vehicle body color. Select a color from the drop-down list. You may select more than one color by holding down the Ctrl key on your keyboard while clicking on the desired value with the mouse.

Secondary Color: Secondary vehicle color. Select a color from the drop-down list. You may select more than one color by holding down the Ctrl key on your keyboard while clicking on the desired value with the mouse.

Use Class: Vehicle use classification. Select a value from the drop-down list. You may select more than one use class by holding down the Ctrl key on your keyboard while clicking on the desired value with the mouse.

Registered in County: County in which vehicle is registered. Select a county from the drop-down list. You may select more than one county by holding down the Ctrl key on your keyboard while clicking on the desired value with the mouse. Selecting a single county will limit the search results to legal residents of that specific county. Selecting more than one county will expand the search results to residents of the counties selected.

Tab Number: License tab number. Enter the complete tab number.

Expiration Date: Vehicle license expiration date. Enter a specific date or a range of dates in MM/DD/YYYY format. You must enter a specific date in the first data field.

Vehicle Brand(s): Vehicle brand. Select a value from the drop-down list. You may select more than one brand by holding down the Ctrl key on your keyboard while clicking on the desired value with the mouse.

Last Name(s): Last name. Enter all or part of the last name. You may search using more than one last name by separating each name with a comma. For example: Doe, Smith, Jones. Wildcards are allowed.

Sdx: Soundex. Clicking in this box allows for a phonetic search. Results vary, and may dramatically increase the number of records returned.

First Name(s): First name. Enter all or part of the first name. You may search using more than one first name by separating each name with a comma. For example: Jana, Jane, Janet. Wildcards are allowed.

Sdx: Soundex. Clicking in this box allows for a phonetic search. Results vary, and may dramatically increase the number of records returned.

Middle Name(s): Middle name. Enter all or part of the middle name. You may search using more than one middle name by separating each name with a comma. For example: Fae, Fay, Faye. Wildcards are allowed, but may significantly slow the search.

PIC: Personal Identification Code. A unique code based on a person's name and birth date that is used by DOL for record identification. The PIC is known as the Driver License, Identicard, permit, or Operator License Number (OLN). You may use all or part of the PIC. Wildcards are allowed.

Business Name(s): Name of the business that owns the vehicle. Enter all or part of the business name. You may search using more than one name by separating each name with a comma. For example: Avis, Budget, Hertz. Wildcards are allowed.

UBI Number: Uniform Business Identifier. A sixteen-digit code used by DOL to identify a business. Wildcards are allowed.

Street: Vehicle owner street address. Enter all or part of the street address. Wildcards are allowed, but may significantly slow the search.

City(s): Vehicle owner's city of residence. You may enter all or part of the city name. You may also search using more than one city by separating each name with a comma. For example: Seattle, Sea-Tac, Tukwila. Selecting a single city will limit the search results to residents of that specific city. Selecting more than one city will expand the search results to residents of the cities selected. Wildcards are allowed.

State: Vehicle owner's state of residence. Enter the state as the standard two-letter abbreviation (WA, OR). Wildcards are allowed.

Owner County: Vehicle owner's county of residence. Select a value from the dropdown list. You may select more than one county by holding down the Ctrl key on your keyboard while clicking on the desired value with the mouse. Selecting a single county will limit the search results to legal residents of that specific county. Selecting more than one county will expand the search results to residents of the counties selected.

Zip Code(s): Zip Code. You may search using one or more Zip Code. If searching more than one Zip Code, separate each number with a comma. For example: 98501, 98502, 98503. Selecting a single Zip Code will limit the search results to those residing within that area. Selecting more than one Zip Code will expand the search results to additional areas. Wildcards are allowed. This field allows a maximum of 255 characters.

Options for Display of Results

Limit Name and Address Searches to Current Owners Only: This box is checked by default. It will limit the search to a vehicle's current owners. If unchecked, the search is expanded to the vehicle's previous owners.

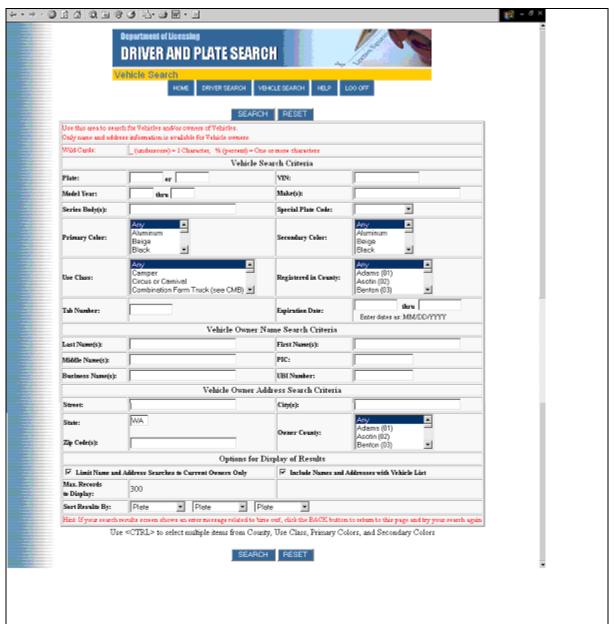
Include Names and Addresses with Vehicle List: This box is checked by default. It will include the names and addresses of current vehicle owners in the search results. If the box is unchecked, the names and addresses of current vehicle owners will not display. Using this option increases the time required to process the search.

Max. Records to Display: The DAPS system will display a maximum of 300 records. If you are searching for a common vehicle, such as a Honda, include as much information as possible to narrow the search. Power Users have the ability to change this number to as high as 9999. If you have increased the maximum records to display, the results will be divided into blocks of 300 records.

Sort Results By: Search results are defaulted to sort by Plate. You may select other options from the drop-down lists.

Processing a Vehicle Search

Click on the **VEHICLE SEARCH** button to access the **Vehicle Search** screen:



Vehicle Search Screen - Power User

When conducting a search of Vehicle records, you may use any combination of data fields on this screen. The more data fields completed, the more accurate the search results.

- 1. Place the cursor in the data field desired and enter the appropriate information. Remember that fields ending with an **(s)** mean that you can search by more than one value for that field by separating each value with a comma: Dodge, Ford, GMC.
- 2. Once you have completed entering the Vehicle information, you may enter Vehicle Owner search criteria.
- 3. If desired, you may change the **Maximum Records to Return** from 300 to 9999.
- 4. If desired, you may choose different **Sort Results By** options by selecting from the drop-down lists.

NOTE: If you increase the **Maximum Records to Return**, a pop-up warning message will open, indicating that you must wait until the results screen finishes painting before you may click on any link or button.

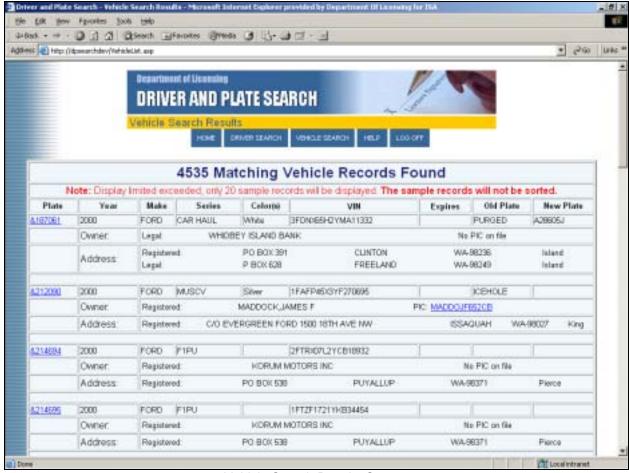


Warning Message

NOTE: You must click **OK** on the warning message, and click again on the **SEARCH** button sto activate the search.

The time it takes the system to search the Vehicle database may be lengthy depending upon the search criteria. A search utilizing a specific Plate or VIN will be much faster than a search of possible makes and body styles.

The DAPS system will display up to 300 records unless a greater number has been selected. If more records are found than were requested, the system will display a 20-record sample on the **Vehicle Search Results** screen:



Vehicle Search Results Screen

At this point, you have the option of narrowing the search by excluding or including information. For example, if you think the vehicle owner's name is some variant of Davidson and you've entered DAV% in the **Last Name(s)** field, you could narrow the results by entering an additional letter: DAVI%. Likewise, if you've entered four different vehicle makes, you could narrow the search by entering only one or two makes at a time.

Vehicle Search Results

If your Vehicle search results in the maximum number of records you've requested or fewer, the **Vehicle Search Results** screen opens:



Vehicle Search Results Screen

Notice that the menu items at the top of the screen are the same as on the **Vehicle Search** screen. You may click on any of these menu items to be routed to another point in the DAPS application. In addition, you may navigate from one screen to another by using your browser's forward and back buttons.

Matching Vehicle Records Found

This table displays the search results. These are the records found in the Vehicle or Vehicle Owner database that match your search criteria.

Notice that each **Plate** is underlined. Underlined items indicate a hyperlink that, when clicked, will provide additional information. If you click on a **Plate**, the **Vehicle Information** screen will open.

In addition to the **Plate**, each **PIC** is underlined. If you click on a **PIC**, you will access that specific Owner record and be able to view the details for that person.

How to Proceed

Once the **Vehicle Search Results** screen opens, you have four basic ways in which to proceed:

- · Accept the results as they are displayed.
- Access additional information on a specific vehicle record.
- Do not accept the results; refine the search criteria.
- Select from the menu options.

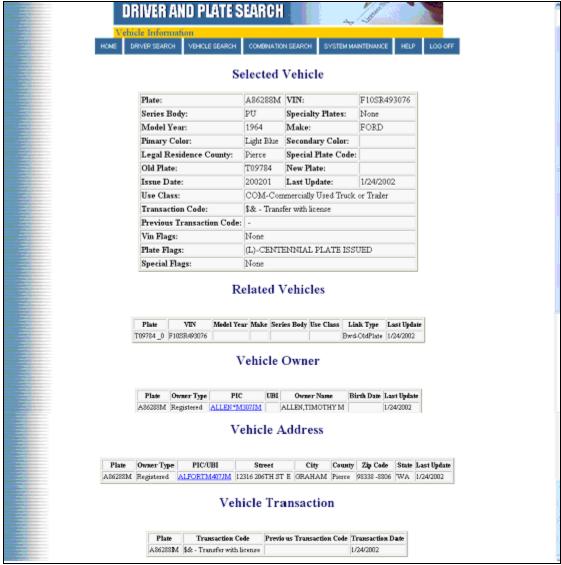
1. Accept the Results as Displayed:

If you are accepting the results as displayed, your choices are to view them on the screen or print them out. If you wish to print the results, click on the print icon your browser. This will print the entire list of results. If you wish to print only a portion of the results, you may copy and paste selected results into a word processing document, and then print the document.

2. Access Additional Information:

If you wish to view additional vehicle or owner information, click on the selected **Plate** or **PIC**. Underlined information, such as the **Plate**, indicates a hyperlink. Clicking on a hyperlink will bring up another screen that will provide you with additional information, in a sense "drilling down" into that record. Use your browser's forward and back buttons to move from screen to screen.

The following is a typical **Vehicle Information** screen:



Vehicle Information Screen

Selected Vehicle: The Selected Vehicle table gives current Vehicle history.

Related Vehicles: This table provides additional information that relates to the selected vehicle, such as former license plate numbers.

Vehicle Owner: This table provides information on the vehicle's registered owner.

Vehicle Address: This includes the address information on file for the selected vehicle.

Vehicle Transaction: This includes a history of the transactions on the Vehicle record.

3. Do Not Accept the Results; Refine the Search Criteria:

If the search returns too few or too many records, you may wish to go back to the **Vehicle Search** screen and include more information by which to search. Simply click on your browser's back button to return to the **Vehicle Search** screen. Your original search criteria should continue to display so that you can modify the parameters and initiate another search.

4. Select from the Menu Options:

If desired, you may click on any of the menu buttons to log off or be routed to another area of the DAPS application.

More than the Maximum Number of Records Returned

If you've narrowed the search as much as possible and still have more than the maximum number of records returned, you may contact the Department of Licensing Communications Unit to request an **Unload**. An **Unload** is a report that details all of the search results. It may take more than 24 hours to receive this type of information.

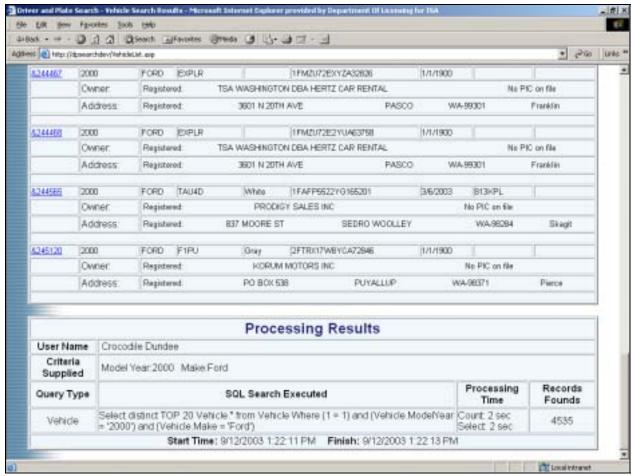
HINT: If your search criteria includes both genders and more than the maximum number of records are found, you might be able to view all records by searching by one gender and then the other.

Requesting an Unload from DOL

If you have narrowed the search as much as possible and still have a return of more than the allowed maximum number of records, you may e-mail the Department of Licensing Communications Unit with a request for an **Unload**. When you request an Unload, DOL staff will produce a report that contains all of the records you have requested. These reports are typically either faxed or mailed back to the person who requests the Unload.

NOTE: It is very important to give the Communications Unit staff the exact search criteria that you used in your original search. If the search criteria do not match, the Unload Report from DOL will include information that is different from your original search. In addition, it's important to note that the information contained in the Unload Report is that which is current in the system at the time the Unload is processed.

To request an Unload, scroll down to the bottom of the **Vehicle Search Results** screen to the table entitled **Processing Results**. The information in the **Criteria Supplied** field will be the criteria that you will send to DOL.



Vehicle Search Results Screen

- Copy the information exactly as is given in the Criteria Supplied field. An
 easy way to do this is to use the computer mouse to highlight and Copy the
 information.
- 2. In the body of the e-mail to DOL, either type in the exact search criteria or **Paste** what you copied with the mouse.
- 3. Enter your contact information, such as your phone number and FAX number, and send the e-mail to the Department of Licensing Communications Unit. Depending upon the size of the report, DOL staff will send the results to you either by FAX or by the Postal Service.

Query Error Screen

The **Query Error** screen will display if the search criteria that you entered gives rise to an error during the processing of your search. A typical example of a **Query Error** screen is:



Query Error Screen

There are a number of reasons why a search will return an error. Some of the more common are:

- No records exist in the database that match the search criteria.
- Not enough information was given to initiate a search.
- Information is not entered correctly. For example, the first Model Year data field is left empty, but a value is entered in the Model Year thru data field.

The **Query Processing Error** table will identify what generated the error. Use the browser's back button to return to the **Vehicle Search** screen to modify the search criteria and initiate another search.

Glossary

CDL: Commercial Driver License.

DAPS: Driver and Plate Search.

DOL: Department of Licensing.

External User: A user classification that identifies those outside of DOL who have limited access to the Driver and Plate Search application.

PIC: Personal Identification Code. A unique code based on a person's name and birth date. The PIC is known as the Driver License, Identicard, permit, or Operator License Number (OLN), and is used by DOL for record identification.

Power User: A user classification that identifies those outside of DOL who have access to the Driver and Plate Search application. Power Users have access to extended application functionality.

Sdx: Soundex. Phonetic coding used to find names that are similar in sound.

SSN: Social Security Number.

UBI: Uniform Business Identifier. A unique sixteen-digit code used by DOL to identify a business.

VIN: Vehicle Identification Number.